

STATE PROCUREMENT OFFICE FREQUENTLY ASKED QUESTIONS ON THE HAWAII COMPLIANCE EXPRESS (HCE)

What is the Hawaii Compliance Express or HCE?

The HCE is an electronic system that allows vendors doing business with state or county agencies to quickly and easily obtain proof that they are compliant with applicable laws. The HCE certificate, "Certificate of Vendor Compliance," allows this single printable electronic certificate to be substituted for a tax clearance, labor certificate, and a Certificate of Good Standing required in Hawaii Revised Statutes, Section 103D-310(c) and Hawaii Administrative Rules, Section 3-122-112. Registered HCE vendors receive a full year of service, automatic submission of information to pertinent government certifying agencies, automatic e-mail notification of status changes, and unlimited access by state and county government entities to print the certificate for their use. For providers with contracts for health and human services pursuant to HRS chapter 103F, this certificate of compliance may also be utilized as proof of tax clearance and good standing as a vendor/provider doing business in the State of Hawaii.

Why was the HCE created?

The Legislature passed Act 52/SLH 2003 and Act 211/ SLH 2005, that required vendors procuring goods, services, or construction with state and county agencies to demonstrate their compliance with all laws governing vendors doing business with the state and counties. In order to demonstrate compliance, vendors were required to obtain approved paper certification documents that included tax clearances from the State Department of Taxation and Internal Revenue Service, a DLIR Form 27 from the State Department of Labor and Industrial Relations, and, if applicable, a Certificate of Good Standing from the State Department of Commerce and Consumer Affairs. Obtaining the paper certificates was found to be time consuming and detrimentally delayed the procurement award process for agencies.

To ease the burden and address concerns from both government agencies and vendors, the State Procurement Office (SPO) and HIC developed an innovative online electronic process that would be simpler and faster for vendors to satisfy this compliance requirement. This newly created process was called the HCE. The HCE is a joint effort of the Department of Commerce and Consumer Affairs, Department of Labor and Industrial Relations, Department of Taxation, State Procurement Office, the Department of Business, Economic Development and Tourism, and the Internal Revenue Service.

Who operates the HCE?

The HCE is operated by the State's Portal Manager, Hawaii Information Consortium (HIC), a subsidiary of the National Information Consortium. Questions on the registration process or revisions to a current registration should be directed to the HIC at (808) 587-4220.

How do I register my business in the HCE?

To register, just go to the SPO home page at www.spo.hawaii.gov and under **Quicklinks**, click **Hawaii Compliance Express** or go to <http://vendors.ehawaii.gov>. Complete the easy step by step process, and pay the annual fee using a credit card. If you have questions during the registration process, call the HIC staff at (808) 587-4220.

Why should I register my business in the HCE?

The HCE allows vendors to avoid the time consuming process of requiring an employee to drive down to the different agencies, find parking in downtown Honolulu, manually filling out paper forms for three agencies and the Internal Revenue Service, and waiting in lines to get the necessary approved paper certificates. In addition, the HCE Certificate of Vendor Compliance can be used

unlimited times during the 1-year period to process contracts and final contract payments. State and County agencies are able to access the HCE and should print a copy of the certificate.

I'm registered in the HCE but unable to log in. Who do I call?

You should first contact the HIC at (808) 587-4220 to resolve the problem. If you are unable to contact the HIC, you may call Colin Tanaka at (808) 586-0558 for further assistance, or email colin.y.tanaka@hawaii.gov.

What happens if my status changes (compliant to non-compliant) during the 1-year period with any of the certificates?

The HCE operates on a "real time" basis. The HCE will automatically send you an e-mail notification that your status on a certain certificate has changed from compliant to non-compliant and provide you with a telephone number to contact. It is the vendor's responsibility to contact the respective department to resolve the problem(s).

Are all State and County agencies required to accept the HCE as a substitute for the three (3) paper certificates for HRS Chapter 103D?

Yes. Pursuant to HAR Section 3-122-112(b), all state and county agencies are required to accept a Certificate of Vendor Compliance that reflects a "Compliant" status. Copies of the HCE certificate are acceptable. If a state or county agency is unwilling to accept the HCE certificate, please contact Colin Tanaka at (808) 586-0558 or email colin.y.tanaka@hawaii.gov.

Can the Certificate of Vendor Compliance also be used to satisfy proof of vendor compliance for HRS Chapter 103F (Purchase of Health & Human Services)?

Yes. Please refer to Procurement Circular No. 2005-04, Amendment 3. If a state or county agency is unwilling to accept the HCE certificate for a HRS Chapter 103F contract, please contact Mara Smith (808) 587-4704 or email mara.smith@hawaii.gov.

I'm currently a state/county employee whose procurement responsibilities require me to verify proof of vendor compliance. How do I obtain access to see if a vendor is registered in the HCE and print the Certificate of Vendor Compliance?

It is your responsibility to obtain any necessary approvals from your agency before requesting access to the HCE. To request access to the HCE, go to www.spo.hawaii.gov and click Hawaii Compliance Request or <https://vendors.ehawaii.gov> and click on "Create an Account." After completing the step by step process to create an account, hit the submit button. To complete the request process, you must send an e-mail with your newly created username to hce@ehawaii.gov to request access. A confirming e-mail will be sent back to you when access has been approved. Once you have access and you verify that the vendor is compliant, it is required that you print the certificate and not request a copy from the vendor. (See Procurement Circular 2005-04, Amendment 3)

I have more questions, where can I get answers?

Please call Colin Tanaka at (808) 586-0558 for further assistance, or email colin.y.tanaka@hawaii.gov.